



Army Fee Assistance Update

February 2016

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Agenda

- Transition Approach
- Case Management System
- Enhanced Child Care Resources and Referrals
- Transition Notifications
- Provider Payments
- Contact Information



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Transition Approach

- Army Fee Assistance will transition from the General Services Administration (GSA) to Child Care Aware of America (CCAoA)
- Target Date for Transition “Go Live” is 22 Feb 16
- Phase Implementation- Seven phases divided by states
- CCAoA gradually assumes administrative responsibility for existing Family accounts over successive phases
- Estimated length of a phase is 30 days
- Most Likely Case Timeline to Full Transition: 8 months
- On 22 FEB 16, CCAoA will also assume responsibility for all



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CCAoA Case Management System

- Family Case Manager: Child Care Coordinator

As Families apply to the fee assistance program, they are assigned a Child Care Coordinator.

The Coordinator processes any changes, updates, recertifications and enforces policy changes when appropriate.

A Family's Child Care Coordinator will serve as their primary point of contact throughout their eligibility period and/or until the child(ren) age out of the program.

- Provider Case Manager: Provider Liaison Specialist

As Providers apply to the fee assistance program, they are assigned a Provider Liaison Specialist.

The Specialist processes any changes or updates and enforces policy changes when appropriate.

The Provider Liaison Specialist serves as the child care Provider's primary point of contact throughout their eligibility period and/or until the Provider withdraws from the program.



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CCAoA Enhanced Child Care Resources and Referrals

- Operates Customer Service Hotline from 9 am to 7 pm EST
- Helps Families with the Army Fee Assistance application process
- Provides professional consumer education to support Families in obtaining Army Fee Assistance
- Provides child care information and support to obtain Army Fee assistance
- Supports Families in selecting quality child care programs
- Ensures consistent communication throughout the child care referral process until Family has obtained care



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Phase Number	States
Phase 1	Wyoming
	Vermont
	Virginia
	Maryland
	District of Columbia
	New Hampshire
	Maine
Phase 2	North Carolina
	New Mexico
	Montana
	Idaho
	Virgin Islands, Puerto Rico and Guam



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Phase Number	States
Phase 3	Washington
	South Dakota
	Oregon
	Nevada
	Iowa
	Arkansas
	Nebraska
	Delaware
	North Dakota
	Alaska
	Massachusetts
	Wisconsin
	Illinois
Phase 4	Louisiana
	Texas
	Rhode Island
	Arizona
	Connecticut
	Utah



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Phase Number	States
Phase 5	West Virginia
	Indiana
	Ohio
	Colorado
	Mississippi
	South Carolina
	Oklahoma
	Alabama
	Missouri
	Pennsylvania



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Phase Number	States
Phase 6	Michigan
	Minnesota
	Georgia
	Hawaii
	Kansas
Phase 7	Kentucky
	Florida
	New York
	California
	Tennessee
	New Jersey



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Phase Notifications

- The Army will notify Families via email 7-10 days prior to each phase.
- CCAoA will notify Families and Providers via email at the conclusion of each phase.

NOTE: Keep contact information up to date with GSA.



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Changes and Recertification Process

- Until the transition of a state, GSA will continue to manage accounts for that state.
- CCAoA assumes all responsibilities of managing an account after the account has transitioned.
- The Army reinstated recertifications on December 2, 2015, and GSA is notifying families in need of recertifications.
- The Recertification Process determines your continued eligibility for fee assistance.
- Families requiring recertifications will continue to work with GSA up to the date they are notified that their account has transferred.
- There are two data transfer dates for each phase:
 - Complete accounts will be transferred at the beginning of the phase.
 - Incomplete accounts/recertifications will be transitioned at the end of each phase.



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Providers

- Pre-Transition Notification
 - Providers will be notified by the Army via email prior to the transition period to expect contact from CCAoA.
- Provider Information Update
 - CCAoA will contact providers via email and phone to collect and/or update documentation needed to complete the provider fee assistance application.
 - Providers that do not have updated documents on file with CCAoA.
 - Providers that have never submitted an application to CCAoA.
- Phase Notifications
 - CCAoA will notify providers within each phase via email once all family applications have been transferred.
 - Providers should continue to work with and send invoices to GSA until they receive the Phase Completion Notification via email from CCAoA.



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Reminders

- Continue to work with GSA.
- Keep contact information updated with the GSA.
- Continue to send attendance sheets to the GSA until notification is received from CCAoA that the phase is complete.
- Check the transition website for updates.



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Contact Information

Until their application is transitioned to CCAoA, Families may obtain more information through the following channels of communication:

- For program information or questions:
GSA Email: army.childcare@gsa.gov
GSA Phone: 1-866-508-0371
- For general transition or Army Fee Assistance program related inquiries:
IMCOM G-9 Email:
usarmy.jbsa.imcom-fmwrc.mbx.army-fee-assistance@mail.mil
- To access webinar recordings and transition notifications:
CCAoA Transition Website: <http://armyfeeassistancenaccrra.org>



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